peaksaver® Troubleshooting Guide

If you are having difficulty with your thermostat, please try the following. Most problems can be corrected quickly and easily.

How do I clean the screen of the thermostat?
How does the FAN Auto/On switch or key work?
My system turns on and off too fast. What should I do?
My thermostat does not show “Sched” or “Hold” buttons. Why?
Stage two of heat or cool turns on right away when I move the temperature higher or lower. Why?
The thermostat does not show “Auto” under “System”.
Why does my thermostat beep?
Why does the thermostat temperature not match my temperature thermometer in my home?
Why is my cooling not working?
Why is my heat not working?
Why is my thermostat not adjusting for Daylight Saving Time?
Why is my thermostat starting the heat or cool before the program time?
Why is the “Cool On”, “Heat On”, “Snowflake” or “Flame” blinking or what is “Wait on the thermostat display?

How do I clean the screen of the thermostat?

Press the SCREEN button to lock the screen for cleaning. The screen will remain locked for 30 seconds. After 30 seconds press Done to resume normal operation. Do not spray anything directly on the screen. Spray liquids onto a cloth, and then use the damp cloth to clean the screen. Use water or household glass cleaner. Avoid abrasive cleansers.

How does the FAN Auto/On switch or key work?

The FAN selection key has two or three positions: Auto and On and Circ (Circulate). The Auto position will allow the system fan to operate whenever the heating or cooling system is turned on by the thermostat. The On position will turn the fan on to run continuously, regardless whether heating or cooling system is turned on by the thermostat or not. The Circ (Circulate) position will run the fan approximately 35% of the time, minus any time the fan will run with the heating or cooling system.

My system turns on and off too fast. What should I do?

Your thermostat is designed to control temperature to +/- 1 F. How often your heat turns on and off depends on may factors including the type of heating system you have, as well as how much your system needs to run to maintain your temperature setting (in other words, how cool or cold it is outside). A typical forced air system will cycle about five times in an hour (5CPH), this is normal.

My thermostat does not show “Sched” or “Hold” buttons. Why?

If the thermostat is set for operation as a non-programmable unit then it will not show Sched or Hold in the display. To check how the thermostat has been set up, please refer to the owner's manual under Advanced Functions and refer to feature 0160.

Stage two of heat or cool turns on right away when I move the temperature higher or lower. Why?

The thermostat takes the temperature override as a need to reach the new temperature setting right away. It will run the second or third stage only as long as necessary to reach new temperature setting.

The thermostat does not show “Auto” under “System”.

"Auto" under "System" indicates that it is setup to automatically switch between heating and cooling. If your thermostat does not show auto, you may not have this feature.

Why does my thermostat beep?

Honeywell thermostats do not have the capability of making an audible noise such as a beeping sound. The noise you are hearing is likely from another electronic device which is near the thermostat. Check for a smoke detector, doorbell, or security system.

Why does the thermostat temperature not match my temperature thermometer in my home?

Honeywell digital thermostats are designed to display the room temperature in a way similar to how people sense temperature. This means the thermostat takes into account not just the ambient air temperature but also the radiant temperature of objects in the room (i.e., wall and furniture). Room thermometers often only read ambient air temperature so they will not match the thermostat reading. Also, Honeywell thermostats do round in the display to the nearest whole number (half number in Celsius) and to the temperature setting. For example, if you have the thermostat set to 72 degrees the system will turn on and off but the inside reading on the thermostat never changes from 72. The actual temperature did fall to 71 or up to 73 and that is what turned on the heating or cooling but the thermostat display will stay at 70 to avoid jumping up and down constantly.

Why is my cooling not working?

There are several items you can check. First check that the thermostat is set to the Cool position. Make sure the temperature is set lower than the Inside temperature reading. Also check the circuit breaker and reset if necessary. Make sure that the furnace door is closed securely. If “wait” is in the screen or “cool on” is flashing – wait 5 minutes for the system to safely respond. The thermostat will indicate it is asking for the cooling to turn on when "cool on" or a "snowflake" in the display. If this message is in the display, the thermostat is asking for the heat to be on and there is a likely a problem outside of the thermostat preventing the cooling from running.

Why is my heat not working?

There are several items you can check. First check that the thermostat is set to the Heat position. Make sure the temperature is set higher than the Inside temperature reading. Also check the circuit breaker and reset if necessary. Make sure that the furnace door is closed securely. If “wait” is in the screen or “heat on” is flashing – wait 5 minutes for the system to safely respond. The thermostat will indicate it is asking for the heat to turn on when "heat on" or a "flame" in the display. If this message is in the display, the thermostat is asking for the heat to be on and there is a likely a problem outside of the thermostat preventing the heat from running.

Why is my thermostat not adjusting for Daylight Saving Time?

The VisionPRO thermostats have the ability to automatically adjust for Daylight Light Saving Time. Due to unforeseen changes in 2007 to the law modifying the beginning and the end of Daylight Saving Time, thermostats that were originally released do not have the updated dates to update on the correct dates. Production changes were made as soon as possible following the law change to add the ability to automatically adjust to the new date settings. DST We are unable to accommodate requests to trade-in an older version of the thermostats to new ones after the change in the law. In these instances, we recommend turning off the Daylight Saving Time automatic adjustment feature. This can be done in the user setup (instructions in the operating manual). Then the time should be adjusted in the fall and spring just like many other clocks in the home.

Why is my thermostat starting the heat or cool before the program time?

The thermostat has a feature called Adaptive Intelligent Recovery (AIR) or Smart Response or Early Start. This allows the thermostat to "learn" how long the heating and cooling system will take to reach the programmed temperature settings. So the temperature is reached at the time you set. For example: Set the Wake time to 6am, and the

temperature to 70F. The heat will come on before 6am, so the temperature is 70F by the time you wake at 6am. The message "recovery" is displayed when the system is activated before a scheduled time period.

Why is the “Cool On”, “Heat On”, “Snowflake” or “Flame” blinking or what is “Wait” on the thermostat display?

The thermostat has a built-in 5 minute delay to protect your equipment. If “wait” is in the screen or “cool on” is flashing – wait 5 minutes for the system to safely respond.